

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
AMANDA E. CHESSELL ET AL.

Serial No.: 10/628,647

Filed: JULY 28, 2003

For: **RESOLVING PROBLEMS IN A
BUSINESS PROCESS UTILIZING
A SITUATIONAL
REPRESENTATION OF
COMPONENT STATUS**

Attorney Docket No. RSW920070117US1

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§ Examiner: DUNCAN, MARC M.

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§ Confirmation No.: 4885

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§ Art Unit: 2113

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AMENDMENT UNDER 37 CFR § 1.312

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

OK TO ENTER: /MD/

Sir:

Pursuant to Rule 312, Applicants request that the following amendments to the specification be made to the above-identified, allowed patent application without withdrawing the application from issuance. In keeping with Rule 312, the Issue Fee has not yet been paid. Please amend the above-identified application as indicated below.